United Kingdom / Ireland

This warranty applies where the product was first purchased by an end-user in the UK or Ireland.
Samsung warrants this product as free of defects in material, design and workmanship for the period of twenty-four (24) months from the original date of receipt of product (** reduced to 12 months for batteries **).

WARRANTY CONDITIONS:

1. The warranty is only valid upon presentation of: (a) the proof of purchase for the product consisting of the original invoice or sales slip confirmation, indicating the date of first purchase, the dealers name, and model number; and (b) the serial and/or IMEI number of the product.
2. Samsung's obligation under the warranty is to repair or replace the defective product only. Repaired or replaced products may include new and/or refurbished components and equipment.
3. Warranty repairs may only be carried out by Samsung or an Authorised Samsung Service Centre.
4. Repair or replacement under the terms of this warranty does not start a new warranty period; the repaired or replaced product shall receive the benefit of the remaining length of this warranty only.
5. The warranty does not cover the following:
   - Diminishment of consumable parts, such as the battery, over time unless failure has occurred due to defects in materials, design or workmanship.
   - Periodic checks, maintenance, repair and replacement of parts due to normal wear and tear.
   - Upgrading of software required due to changes in network parameters.
   - Damage caused to the product, whether deliberate or accidental.
   - Defects caused by:
   - repairs to the product performed by non-authorised service centres.
   - unauthorised modifications carried out to the product or its software.
   - a failure to use this product for its normal purposes or in accordance with Samsung's instructions for usage and maintenance.
   - use of the product with accessories not approved by Samsung for use with this product.
   - the use of an incompatible battery charger.
   - exposure to liquid, moisture, dampness, dust or extreme thermal or environmental conditions (or rapid changes in these conditions) outside of the advertised capabilities of the product.

6. This warranty is invalid and does not apply to any product where:
   - the serial/IMEI number on the product has been altered, removed or made illegible.
   - any of the seals on the battery enclosure or cells are broken or show evidence of tampering. the product's firmware or operating software has been modified without authorisation
7. The user of the product should backup the data on the product regularly. Data may be lost or deleted during the repair or replacement of a product and Samsung (and its Authorised Service Centres) shall have no liability for this. Before the product is provided for repair or replacement, the user must backup the data on the device and must remove the SIM card and any memory cards.
8. This warranty does not affect (and is provided in addition to) any consumer statutory rights or contractual rights that apply against the seller of the product. Other than as set out in this warranty document, Samsung does not make any other promises, conditions or warranties about the product or the warranty services offered.

   Samsung's liability under or in connection with this warranty is limited to the repair and replacement of the defective product. Neither Samsung nor any other person involved in providing warranty services shall be liable for the indirect or consequential loss or damage, or for any direct or indirect loss of data, benefits, revenue or profits.

   Nothing in this warranty limits liability for anything that cannot be limited by law, including negligence that causes death or personal injury, or for fraud or fraudulent misrepresentation.
9. This warranty shall be subject to the law, and jurisdiction of the courts, of the country in which the product was first purchased by an end-user.
10. Samsung shall provide services under this warranty in the following countries: UK, Ireland, Germany, France, Italy, Malta, Spain, Portugal, The Netherlands, Belgium, Luxembourg, Denmark, Sweden, Finland, Poland, Hungary, Czech Republic, Slovakia, Austria, Slovenia, Estonia, Latvia, Lithuania, Greece, Cyprus, Romania, Bulgaria, Switzerland, Norway, Liechtenstein and Croatia.

Service Contact Point

Region

UK/IRELAND

Contact Point (☎)

Samsung Customer Support, Selectapost 38, Sheffield, S97 3FJ
Tel : 0333 000 0333 (UK)
Web : www.samsung.com/uk/support (UK)
Tel : 0818 717100 (IRELAND)
Web : www.samsung.com/ie/support (IRELAND)

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